



OFFICIAL MENTOR PROGRAM

BENCHMARK PROJECT

Gabriela O'Hara BSN, RN
University of Texas at Tyler
NURS 5382: Capstone

PICOT Question:

In a healthcare organization, how does an official mentor program, compared with not having a mentor program, influence nursing retention and nursing job satisfaction over 2 years?

Rationale

Nursing Shortage & Turnover

- 8% RN Vacancy
- 17.4% average of national turnover rate

Costs

- \$5.7 million
- \$328,400 per each % change in turnover



Low Job Satisfaction

- Heavy workload
- Poor management
- Unable to provide good care
- Burnout
- High patient-nurse ratios
- Patient mortality

Literature Synthesis

Experiences of
new nurses

Job satisfaction &
intent to stay

Motives for
leaving job

What nurses value



Effective mentor
characteristics

Mentor programs'
impact

Effectiveness of
mentor programs

Stakeholders



Facility Leaders



Human Resources



Administrators



Participants:
New Nurses & Mentors



Educators



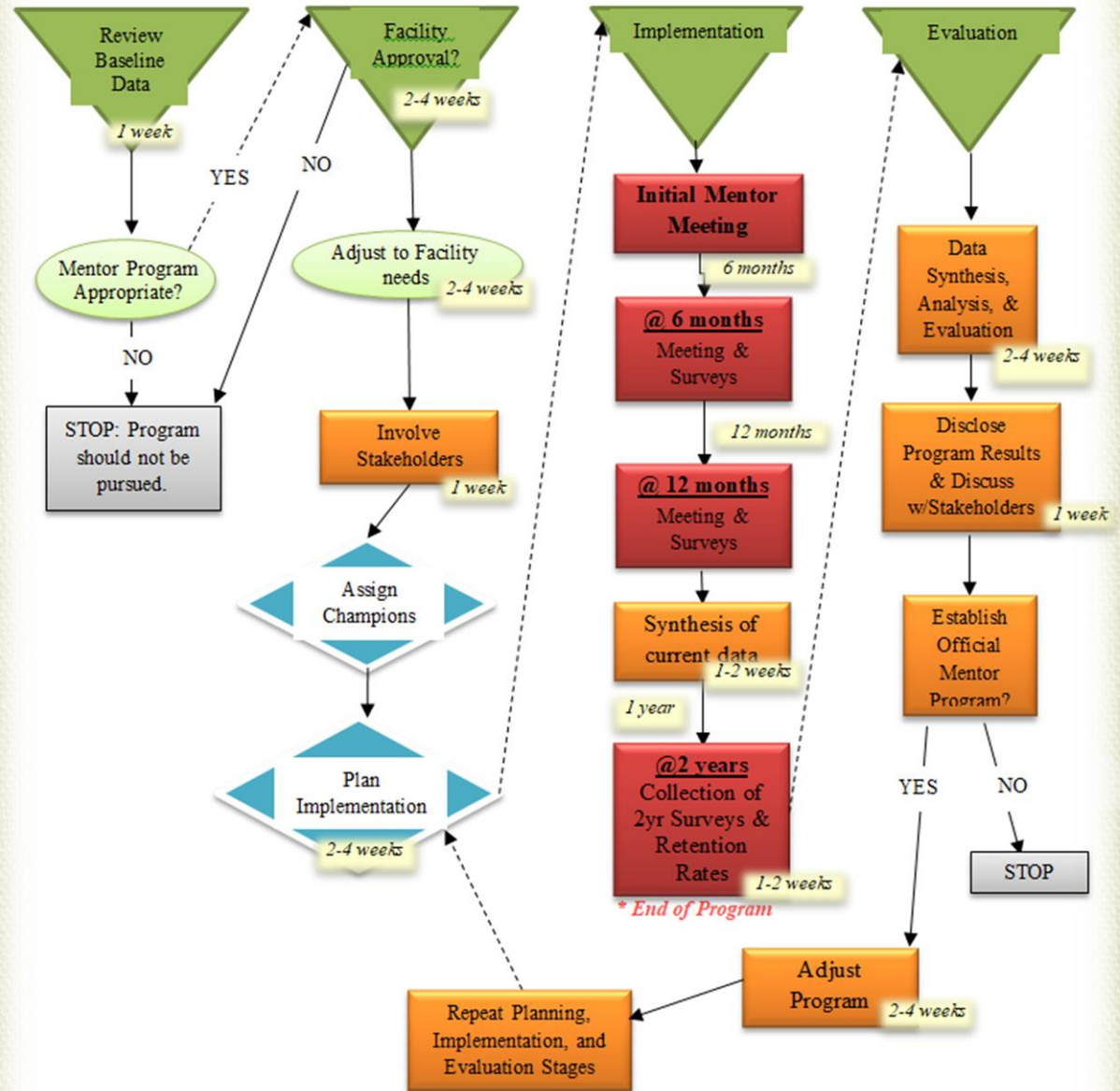
Patients

Implementation Plan

- Plan Mentor Program Dates
- Advertise Mentor Program
- Applications & Matching Surveys
- Selection of Mentors
- Pairing Mentors & New Nurses
- Welcoming Mentorship Meeting
- New-Nurse Mentor Outings
- 6 Month Mentorship Meeting
- 12 Month Mentorship Meeting
~End of Program



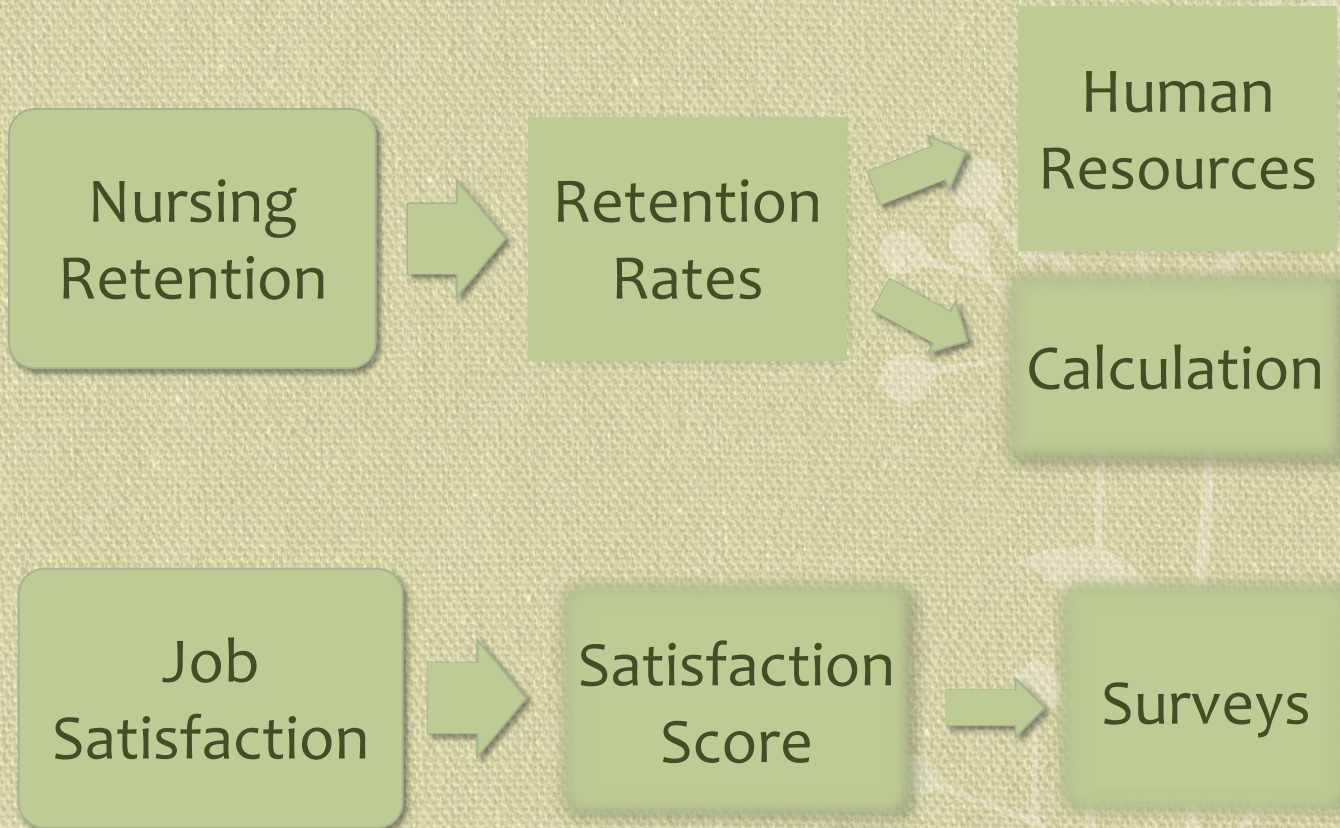
Flowchart



Outings Log

| Month | Mentor Section to Fill | | | New Nurse Section to Fill | |
|-------|------------------------|---------|-----------|--|-----------------------|
| | Outing Details | | | Mentor Available? (via text/call/email) | Initials (I agree) |
| 1. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 2. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 3. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 4. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 5. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 6. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 7. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 8. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 9. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 10. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 11. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |
| 12. | Date: Comments: | Length: | Activity: | Circle one: Yes/No Comments: | _____ |

Data Collection Methods



Job Satisfaction Survey

| Job Satisfaction Indicators | ⊗ ← Level of Satisfaction → ☺ | | | |
|---|-------------------------------|-------------------|----------------|---------------------|
| | Very Dissatisfied 1 | Dissatisfied 2 | Satisfied 4 | Very Satisfied 5 |
| <u>How Satisfied are you with:</u> | | | | |
| Your knowledge of job requirements | | | | |
| Your knowledge of available facility resources and benefits | | | | |
| Equipment available to assist you in performing your job | | | | |
| Resources available to assist job-related functions | | | | |
| Support from supervisors | | | | |
| Communication with supervisors | | | | |
| Communication with peers | | | | |
| Support from your team | | | | |
| Collaboration with the interdisciplinary team | | | | |
| The level of comfort with patient load | | | | |
| The care you provide | | | | |
| Respect received from peers | | | | |
| Respect received from supervisors | | | | |
| Total Job Satisfaction Score _____ | | | | |
| Comments: You can elaborate on your satisfaction with the identified job satisfaction indicators above and/or on any other job satisfaction indicators that are important to you. <hr/> <hr/> <hr/> <hr/> <hr/> | | | | |
| Please comment on your satisfaction with the mentor program. Please state what is working well and what improvements do you suggest, if any. <hr/> <hr/> <hr/> <hr/> <hr/> | | | | |

Cost/Benefit Discussion

| Costs | Benefits |
|---|---|
| <p>Hourly Wages Printing & Paper Mentor Incentives</p> <ul style="list-style-type: none">*Meeting Snacks*Outing Motivating Incentives* End of Program Celebration <p><i>*Optional</i></p> | <p>Increased Retention Increased Job Satisfaction Decreased Turnover Costs Increased Patient Quality Indicators</p> |

Overall Discussion

PICOT Question: *In a healthcare organization, how does an official mentor program, compared with not having a mentor program, influence nursing retention and nursing job satisfaction over 2 years?*

- Guidance in implementing an official mentor program
- Literature support and evidence of nursing shortage, turnover, and job satisfaction
- Through the collection of baseline data and internal review, one can determine if the benefits of a mentor program will be appropriate for an interested hospital.
- Steps: planning, implementation, and evaluation
- Goals: Increasing nursing retention and job satisfaction
- Benefits: Decreased turnover costs & improvements in nursing and patient quality indicators



Recommendations

- Journaling during the program
- Mentors' perspectives on new nurses' needs
- Mentor Ratings
- Program Expansion
- Persistence



References

- Aiken, L., Clarke, S., Sloane, D., Sochalski, J., & Silber, J. (2002). Hospital Nurse Staffing and Patient Mortality, Nurse Burnout, and Job Dissatisfaction. *JAMA*, 288(16), 1987-1993.
- Chen, C., & Lou, M. (2014). The effectiveness and application of mentorship programmes for recently registered nurses: A systematic review. *Journal of Nursing Management*, 22(4), 433-442.
- Dyess, S., & Sherman, R. (2009). The first year of practice: New graduate nurses' transition and learning needs. *Journal of Continuing Education in Nursing*, 40(9), 403-410.
- Ebrahimi, H., Hassankhani, H., Negarandeh, R., Gillespie, M., & Azizi, A. (2016). Emotional Support for New Graduated Nurses in Clinical Setting: a Qualitative Study. *Journal of caring sciences*, 5(1), 11–21. doi:10.15171/jcs.2016.002
- Ferguson, L. (2011). From the perspective of new nurses: What do effective mentors look like in practice? *Nurse Education in Practice*, 11(2), 119-123.
- Fox, K. C. (2010). Mentor Program Boosts New Nurses' Satisfaction and Lowers Turnover Rate. *Journal of Continuing Education in Nursing*, 41(7), 311–316.
- Hale, R. L., & Phillips, C. A. (2018). Mentoring up: A grounded theory of nurse-to-nurse mentoring. *Journal of Clinical Nursing*, 28, 159-172.

References

- Halfer, D. (2011). Job embeddedness factors and retention of nurses with 1 to 3 years of experience. *Journal of Continuing Education in Nursing*, 42(10), 468-476.
- Jones, S. J. (2017). Establishing a Nurse Mentor Program to Improve Nurse Satisfaction and Intent to Stay. *Journal for Nurses in Professional Development*, 33(2), 76-78.
- Mariani, B. (2012). The effect of mentoring on career satisfaction of registered nurses and intent to stay in the nursing profession. *Nursing Research and Practice*, 2012(2012), 168278.
- Nathaniel, A. K. (2006). Moral Reckoning in Nursing. *Western Journal Of Nursing Research*, 28(4), 419-438.
doi:10.1177/0193945905284727
- NSI Nursing Solutions, Inc. (2019). 2019 NSI National Health Care Retention & RN Staffing. Retrieved from:
https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf
- Pfaff, K., Baxter, P., Jack, S., & Ploeg, J. (2014). An integrative review of the factors influencing new graduate nurse engagement in interprofessional collaboration. *Journal of Advanced Nursing*, 70(1), 4-20.
- Unruh, L. Y., & Zhang, N. J. (2014). Newly Licensed Registered Nurse Job Turnover and Turnover Intent. *Journal for Nurses in Professional Development*, 30(5). doi: 10.1097/nnd.0000000000000105

Thank you

Gabriela O'Hara BSN, RN

